



ACCESS
Florida

Modernization Experience

Presentation at the Rural Communities Initiative Academy

Kansas City, MO

September 2 - 5, 2008



Overview of ACCESS Florida



Automated Community Connection to Economic Self-Sufficiency

A modernized service delivery system that is powered by partnerships and supported by technology

Program Information

- ACCESS Florida serves: (June 2008)
 - 783,000 food stamp households (up 21% in past year)
 - 48,000 TANF families
 - 1.8 million Medicaid recipients
- 58% of new customers are Medicaid
- Eligibility for multiple programs processed through a single intake/interview
- Direct services budget, - 4,100 staff and \$204M

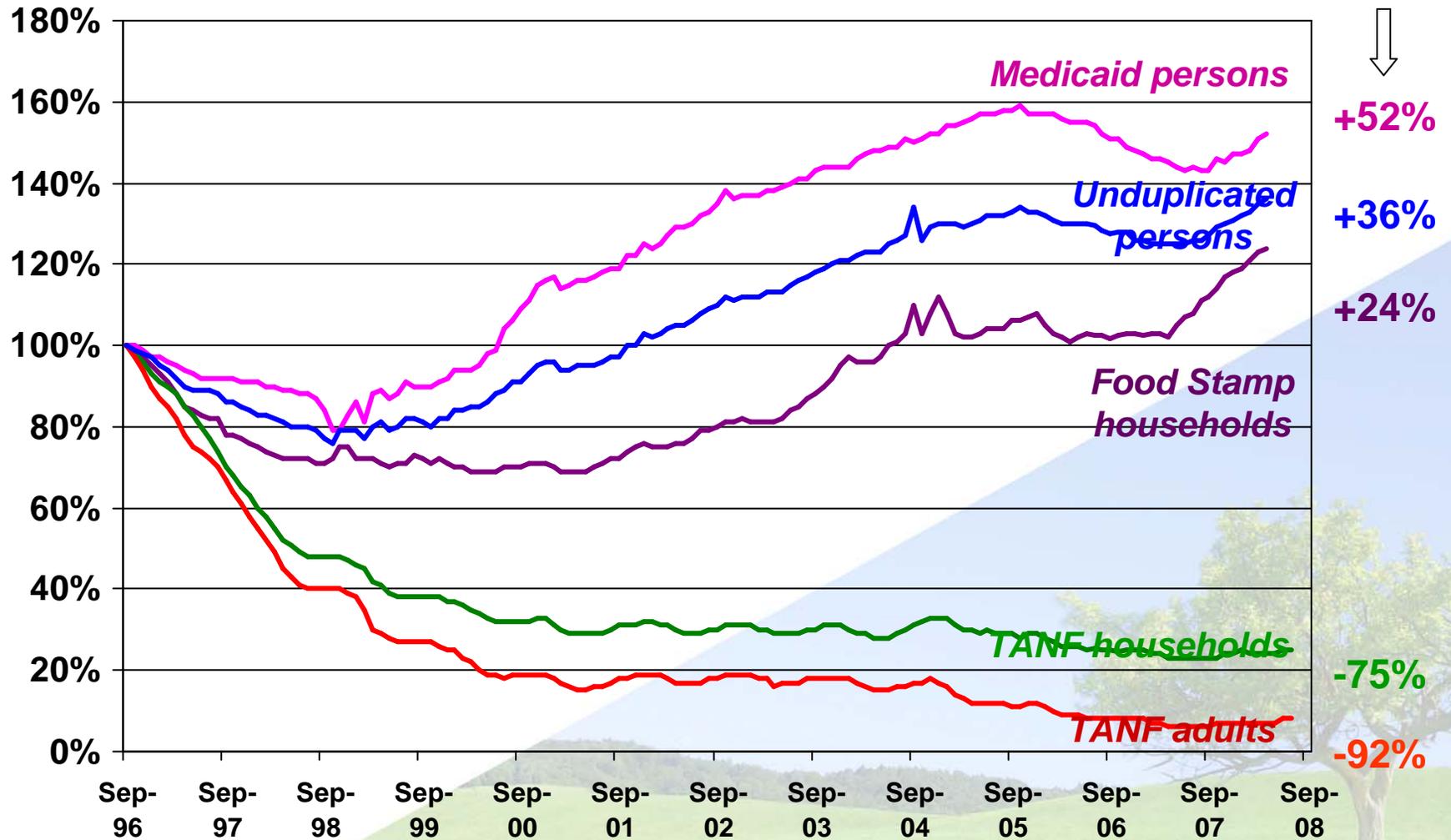
Why Modernize?

- Implement Legislative direction
- Update 1960's service delivery model
- Respond to changes in customer base

Florida Caseload Change

Sept. 1996 to July 2008

July 2008



Key Changes to Achieve

- Make it easier- Minimize documentation requirements
- Use self-service approaches
- Extended customer access through partner agencies
- Decrease time required by customers
- Minimize interview requirements with waivers and hardship exceptions
- Reduce administrative cost

Comparison of Old and Modernized Systems

Old Model

-
-
-
-

Modernized Model

-
-
-
-

Service Delivery Model 2004

Application Bulletin

- Color-coded signage was used to assist customers in locating the desired applications.



SELF SERVE AREA

- Color-coded signage were used to assist customers in locating self-service equipment.
- Greeters.
- Self-service equipment
- Drop box.

The ACCESS Model Overview

Customer Access Opportunities

Front End Services



DCF Customer home, Service Centers or Satellite Offices



Community Partners



Customer Call Center for Information

Core Eligibility Services

“Back Office” Processing



- Processing Units/Centers
- Case Maintenance Center
- Customer Call Center for changes
- Front-End Fraud (ACCESS Integrity)
- Kidcare (Medicaid only for children) Processing Centers

Back-end Support Services

Enhanced Technology

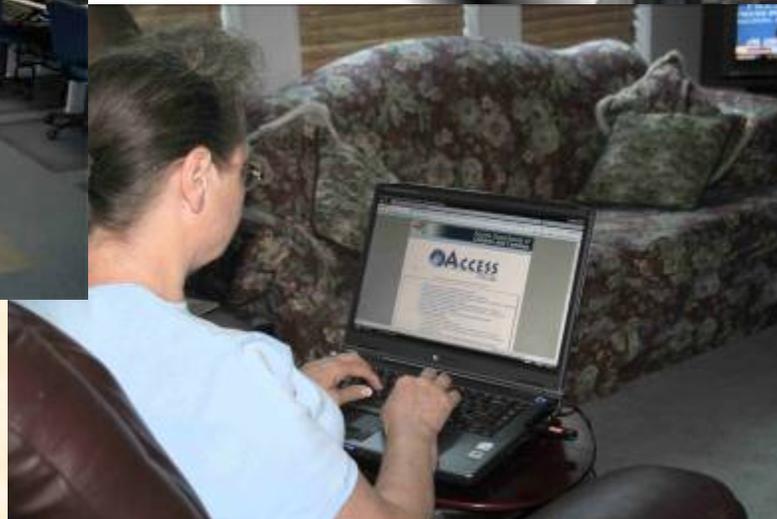
- Automated Response Unit
- Web Application
- Document Management
 - Virtual case records and verification document
 - Scanning and indexing



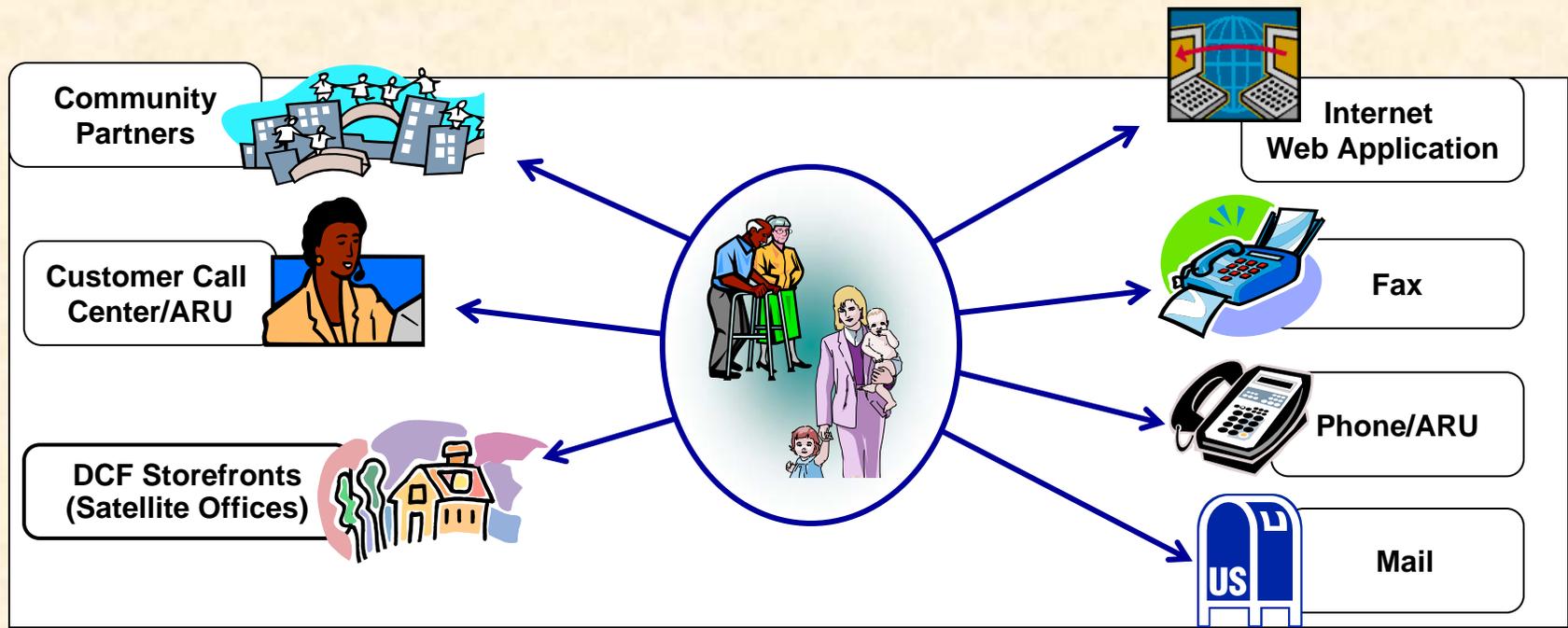
Service Delivery Model Today

Easy Computer Access Through Store Fronts,
Community Partners or at home

- Self-service
- Greeters available



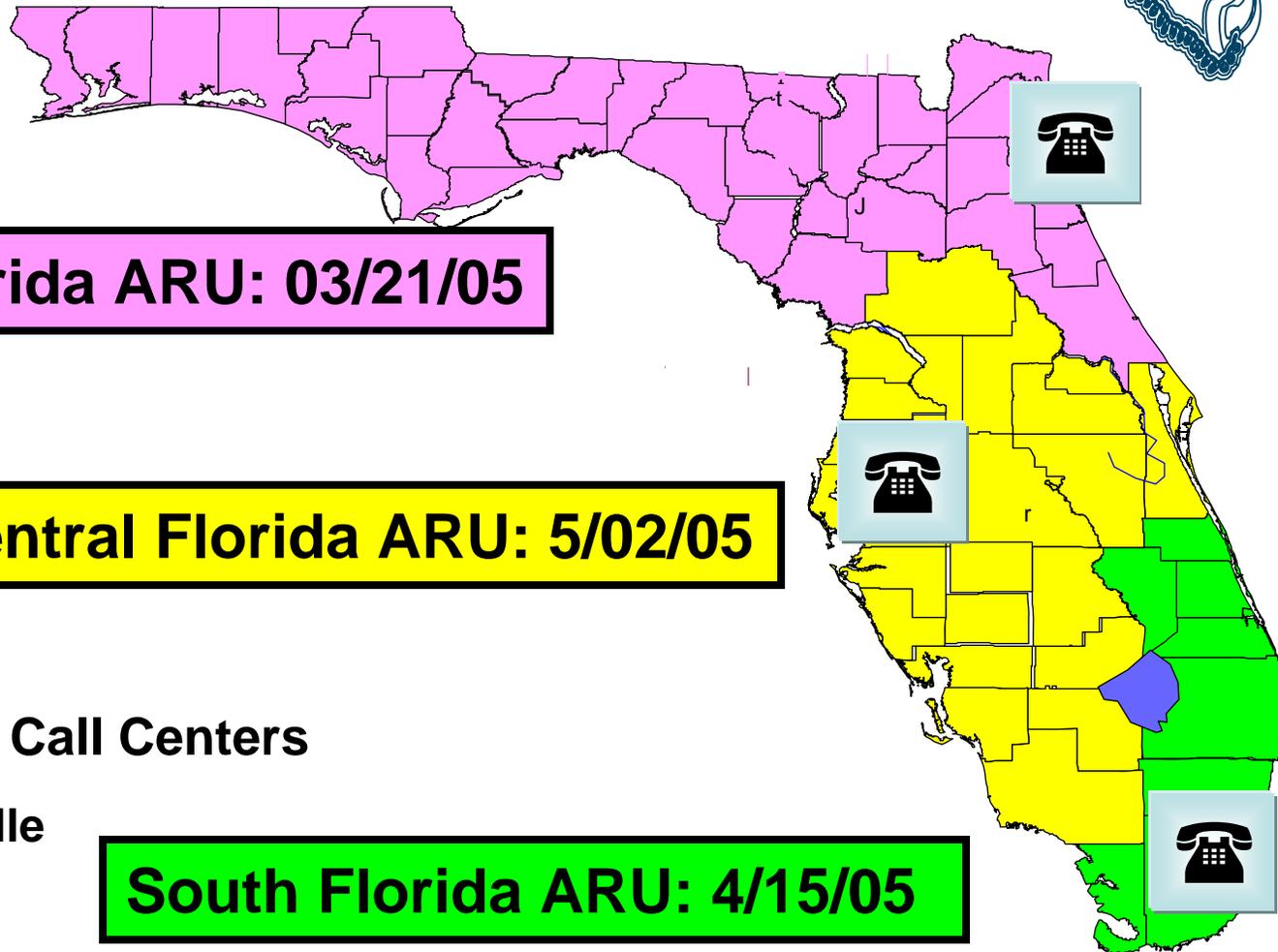
Multiple Access Opportunities



Community Partnerships offer a significant opportunity to enhance service delivery, expanding customer access opportunities supported by the department including:

- DCF Offices configured as Storefronts/Satellite Offices
- Customer Call Centers/Automated Response Unit
- Web Application
- Application Mail-Ins

Automated Response Unit (ARU)



North Florida ARU: 03/21/05

Central Florida ARU: 5/02/05

South Florida ARU: 4/15/05

 - Customer Call Centers

- Jacksonville
- Tampa
- Miami

Community Partnerships

- Public or private entities, including faith-based organizations that:
 - Serve as additional portals to services for clients mutually served by partner agency and DCF
 - Choose the level of partnership participation that best fits their mission, resources and community needs
- Eligibility work is completed by DCF merit employees, while partners supply the access point

Community Partnerships

Examples

- ✓ Workforce One Stops
- ✓ County Public Health Units
- ✓ Hospitals
- ✓ Food Banks
- ✓ Aging Resource Centers
- ✓ Community Centers
- ✓ Faith-Based Organizations
- ✓ Homeless Services Organizations
- ✓ Public Schools
- ✓ Social Services
- ✓ Domestic Violence Centers
- ✓ Libraries
- ✓ Independent Living Centers

3,200 partners identified !!

Web Application

- **Intranet web application** available in agency offices for self-directed service
- **Internet web application** (deployed April 13, 2005) available in community partner sites and homes
- Approximately 90% of all applications are submitted via the web application
- More functionality and enhancements are added with each iteration
- The web address is:
www.myflorida.com/accessflorida

Welcome to Florida Department of Children and Families (DCF) ACCESS Florida Online application.

Applying For Benefits

You can apply for assistance using just your name, address, and a signature, and selecting the "Apply" button. **However, if you provide more information on your application, it will help us determine your eligibility more quickly.**

Processing Your Application

Your application is date stamped the day you submit a signed application or the next business day if submitted after hours or on a weekend or holiday. We will begin working on your application as soon as we get it. It may take 7 to 30 days to process your food stamp application. Expedited households may receive food stamp benefits within seven days. Your answers on the application will determine if your household meets expedited food stamp criteria. Applications for Medicaid and Temporary Cash Assistance may take 30 to 45 days, and Medicaid applications may take longer if we need to determine if someone is disabled. You may check the status of your application by visiting our ACCESS Florida website at <http://www.myflorida.com/accessflorida> and click on the "Check the Status of your Application" link.

Social Security number

Household members who are ineligible, or who are not applying for benefits, may be treated as non-applicants. Non-applicants, or persons applying only for Emergency Medicaid, Refugee Cash Assistance, or Refugee Medical Assistance, are **NOT** required to provide a Social Security Number (SSN). If you were not eligible for an SSN because of your immigration status, you may be eligible for a non-work SSN. If you need an SSN, we can help you apply for one. Non-applicants are **NOT** required to provide proof of immigration status. Non-citizens who are applying for benefits will have their immigration status verified with the Bureau of Citizenship and Immigration Services (BCIS). We will not tell BCIS about the immigration status of those living in your household who are not applying for benefits.

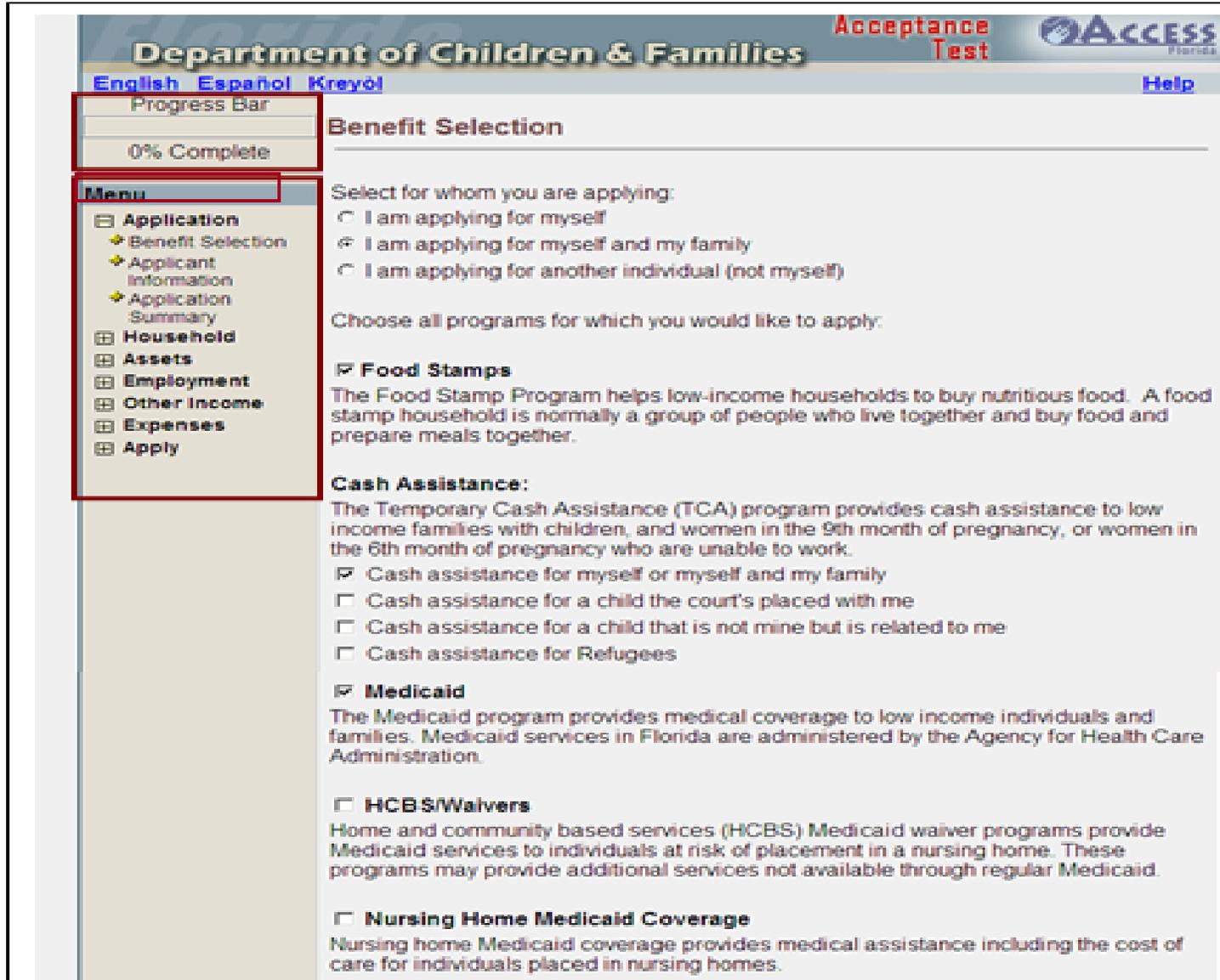
Public Assistance Fraud

Answers you give may be confirmed by DCF and other Federal and State groups like Public Assistance Fraud (PAF). You may be accused of a crime if you give answers that are not true to get benefits. If you are caught giving answers that are not true or you are not telling us something so you can get benefits, you will not be able to get benefits for 12 months the first time, 24 months for the second time, and permanently for the third time. You may also be fined up to \$250,000, put in prison, or both.

When completed, click the Continue button below.

CF-ES 23 53 03/2008, 65A-1.400, C.F.R.

ACCESS Web Application – Easier to Use



Department of Children & Families

Acceptance Test

ACCESS Florida

English Español Kreyòl Help

Progress Bar

0% Complete

Menu

- Application
 - Benefit Selection
 - Applicant Information
 - Application Summary
- Household
- Assets
- Employment
- Other Income
- Expenses
- Apply

Benefit Selection

Select for whom you are applying:

- I am applying for myself
- I am applying for myself and my family
- I am applying for another individual (not myself)

Choose all programs for which you would like to apply:

Food Stamps
The Food Stamp Program helps low-income households to buy nutritious food. A food stamp household is normally a group of people who live together and buy food and prepare meals together.

Cash Assistance:
The Temporary Cash Assistance (TCA) program provides cash assistance to low income families with children, and women in the 9th month of pregnancy, or women in the 6th month of pregnancy who are unable to work.

- Cash assistance for myself or myself and my family
- Cash assistance for a child the court's placed with me
- Cash assistance for a child that is not mine but is related to me
- Cash assistance for Refugees

Medicaid
The Medicaid program provides medical coverage to low income individuals and families. Medicaid services in Florida are administered by the Agency for Health Care Administration.

HCBS/Waivers
Home and community based services (HCBS) Medicaid waiver programs provide Medicaid services to individuals at risk of placement in a nursing home. These programs may provide additional services not available through regular Medicaid.

Nursing Home Medicaid Coverage
Nursing home Medicaid coverage provides medical assistance including the cost of care for individuals placed in nursing homes.

Easier to Use Web

Department of Children & Families
 Acceptance Test ACCESS Florida
 English Español Kreyòl ACCESS Online #: 612402235 Help Save & Quit

Progress Bar
 3% Complete

Applicant Information

Enter the following contact information for the head of the household.

Enter your legal name (do not use nicknames) If you are applying for someone else, do not enter your name, enter the name of the person who is the head of their household.

First name: Middle Initial: Lastname:

Enter the address where the people you are applying for live, do not enter a Post Office Box. The persons you are applying for must be a Florida resident to receive assistance from Florida.

Address line 1: Address line 2:
 City: State: Zip:

If the people you are applying for receive mail at a different address from their living address, enter that address here. Yes No

Address line 1: Address line 2:
 City: State: Zip:

What language would you prefer for notices? English Spanish Creole

Home phone: Work phone:
 Cellphone: Email address:

Application Information

Department of Children & Families
 Acceptance Test ACCESS Florida
 English Español Kreyòl ACCESS Online #: 612402235 Help Save & Quit

Progress Bar
 5% Complete

Application Summary

Name [Change](#)
 Victory Testingit

Household living address [Change](#)
 1940 N Monroe St, Suite 85, Tallahassee, FL, 323996506

Mailing address [Change](#)
 Not Entered

Contact information [Change](#)
 Home phone: (850)555-5555 Cell phone: (850)555-5552
 Work phone: Email address:

Notice language : [Change](#)
 English

Who is applying [Change](#) **Type of benefits selected** [Change](#)

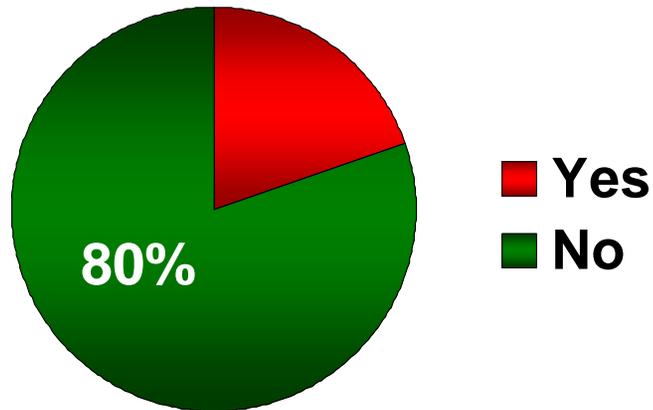
I am applying for myself Food Stamps:
 I am applying for myself and my family Cash assistance for myself or myself and my family.
 I am applying for another individual (not myself) Cash assistance for a child the court's placed with me.
 Cash assistance for a child that is not mine but is related to me.
 Cash assistance for Refugees.
 Medicaid:
 HCBS/Waivers:
 Nursing Home Medicaid Coverage:

When completed, click the Continue button below.

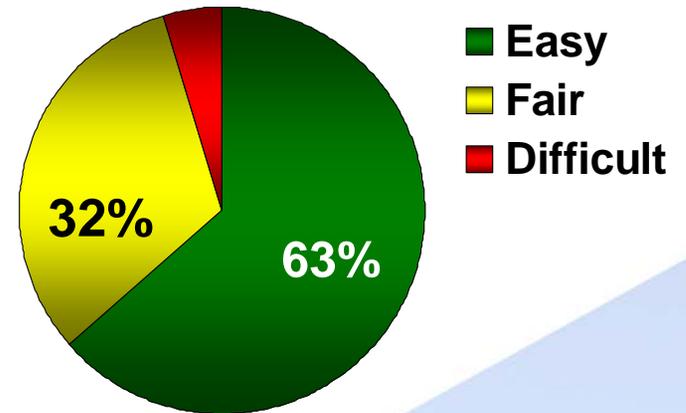
System Displays Summary

User Feedback Survey – June '08

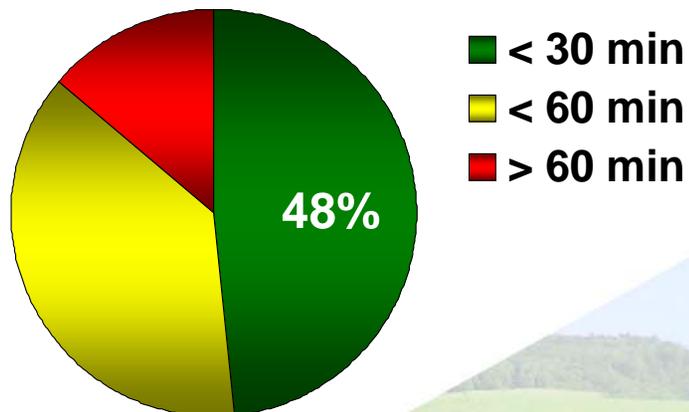
Needed Help to Complete?



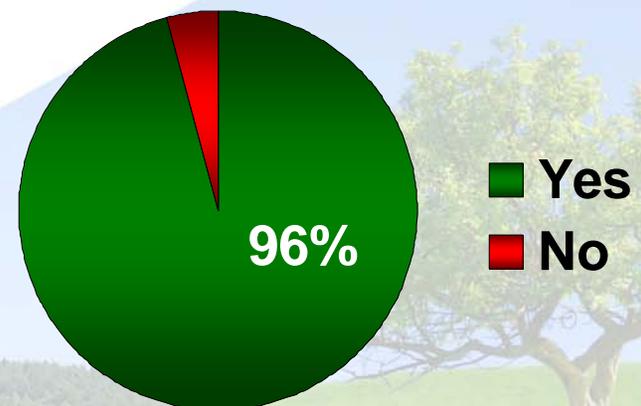
Experience with Screens



Time to Complete

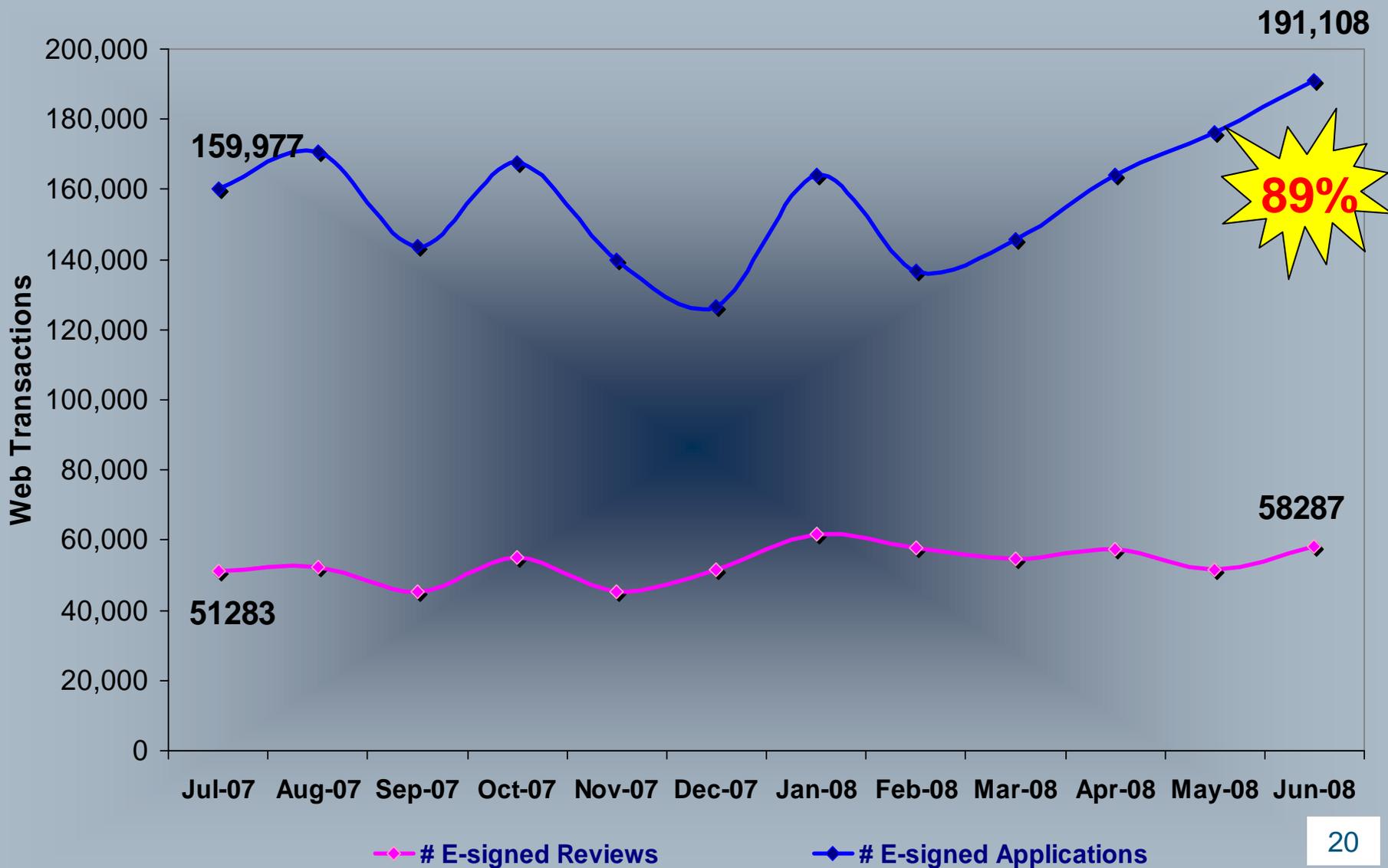


Use Again?



Total Users Responding: 36,792 In June

E-signed Applications & Reviews Through June 2008



Electronic Document Management

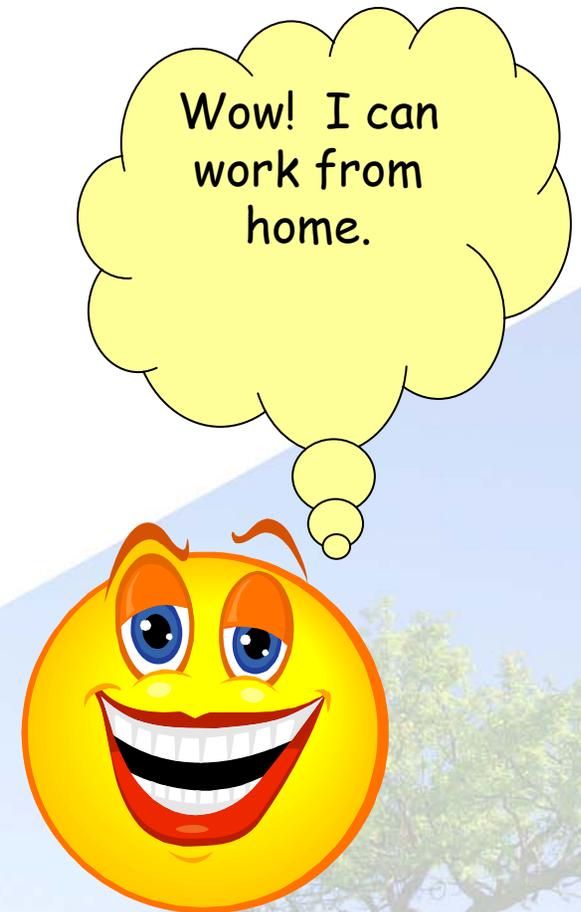
Went statewide November 2006

- Accessible statewide
- Instant retrieval
- Storage and postage savings



Telecommuting

- Eligibility Specialists with high-speed Internet access can now work from home.
- Started in early 2007
- Scope limited to experienced staff - but growing
- Productivity is higher



Future Enhancements



ACCESS Management System

ACCESS Management System
Department of Children & Families

User ID: FZ0129 User Name: H ROSS (AMS) District: 09 Admin: 88162
February 12, 2008 13:53

Application #: Case/RFA #: RFA Date: Quick Select:

Navigation Menu
[Home](#)
[Inbox](#)
[Search](#) or Client Sign In
Client Registration
Summary
[Withdraw/Deny](#)
Application Entry
Review
Create Manual Entry
Comments
Notices
[Worker View](#)
Document Imaging
Reports
Admin Reports
Queries
Profiles - Security
Admin Maintenance

Inbox

Admin Pending Work

Client Registration Required (APP)	6	Get Next
Unassigned Recertifications (REC)	0	Get Next
Unassigned Additional Benefits (ADD)	0	Get Next
Unassigned Reported Changes	0	Get Next

Assignments (0)

Description	Date Assigned
Under Construction	

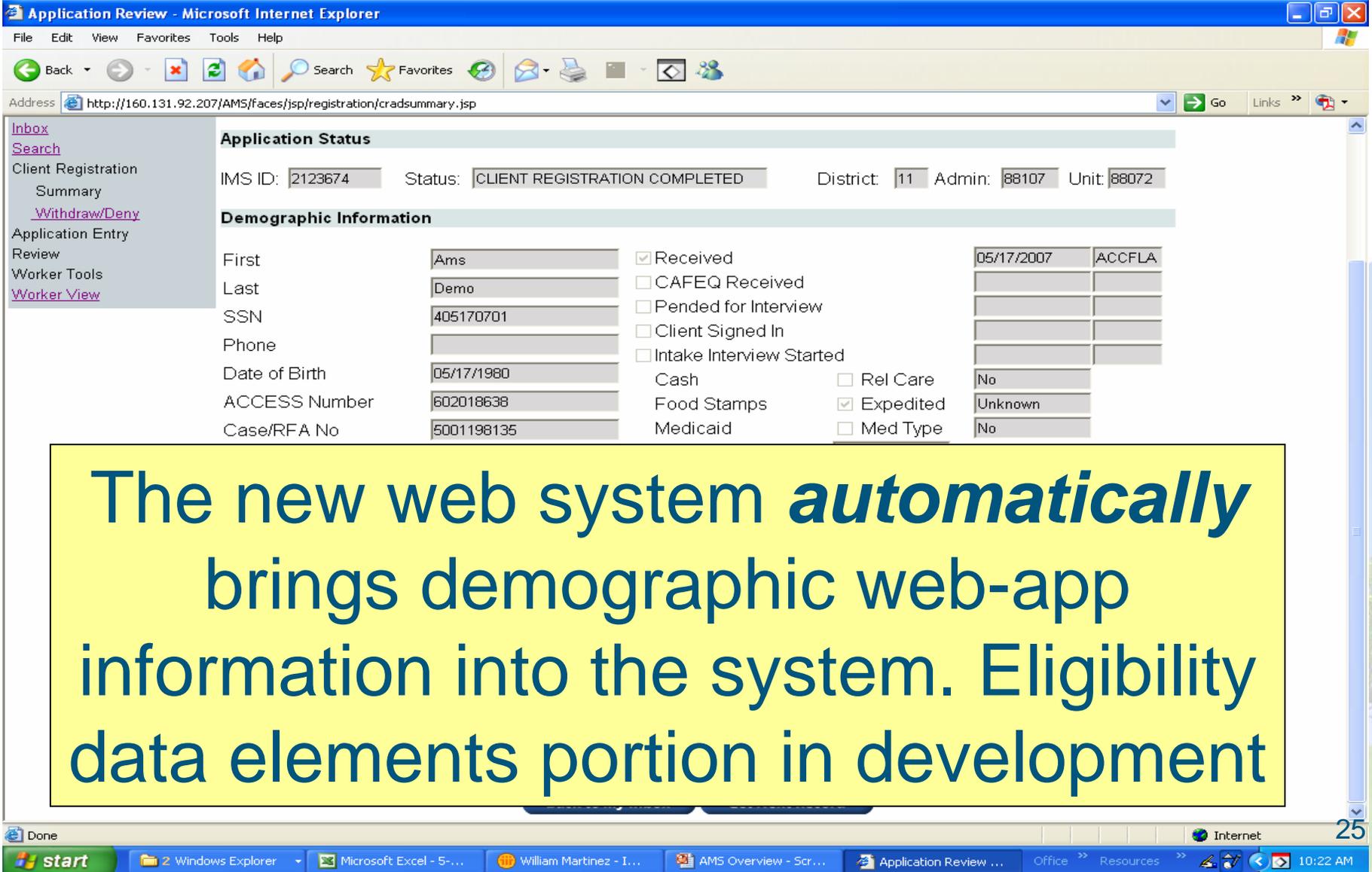
Work In Progress (3)

Access #	Client Name	Type	RFA/Case #	SSN
602019671	KANGAROO, KAREN	APP		0138321
602019674	KANGAROO, KAREN	APP		0138321
612400819	IC, CHANGE	APP	5001364949	

Client Registration / Clearance Process

- Displays new information from customer and that already in base system
- Allows for edit to base system.
- Provides 1 button touch clearance process.

New Web-based FLORIDA Screen



The screenshot shows a Microsoft Internet Explorer browser window displaying a web-based application review form. The browser's address bar shows the URL: `http://160.131.92.207/AMS/Faces/jsp/registration/cradsummary.jsp`. The page content is organized into several sections:

- Application Status:** Displays the IMS ID (2123674), Status (CLIENT REGISTRATION COMPLETED), District (11), Admin (88107), and Unit (88072).
- Demographic Information:** A table of client details including First Name (Ams), Last Name (Demo), SSN (405170701), Date of Birth (05/17/1980), and ACCESS Number (602018638).
- Eligibility Data:** A table of eligibility elements such as Received (checked), CAFEQ Received, Pended for Interview, Client Signed In, Intake Interview Started, Cash, Food Stamps, Medicaid, Rel Care, Expedited (checked), and Med Type.

A large yellow text box is overlaid on the bottom half of the screenshot, containing the following text:

The new web system *automatically* brings demographic web-app information into the system. Eligibility data elements portion in development

The browser's taskbar at the bottom shows several open applications: Windows Explorer, Microsoft Excel, William Martinez - I..., AMS Overview - Scr..., and Application Review. The system clock indicates the time is 10:22 AM on 25.

My Account Authentication

Department of Children & Families

ACCESS Gateway Florida
Main Menu

Welcome to the Department of Children and Families Account Portal

ACCESS
Florida
Your Gateway to My ACCESS Account

Before you get started, below is an explanation of how My ACCESS Account works and some information you may need to establish your My ACCESS Account.

ACCESS My Account

Login

User Name

Password

[Forgot User Name?](#) | [Forgot Password?](#)

Getting Started

Img Before you start
You should know the case number and be familiar with information provided to us for the application or ongoing case. **Note:** Only the Payee, Primary Information Person, and an Authorized / Designated Representative can setup an account for a case.

Img Need to Register
To register and create an account, click **Register Now**.

Img Security
This site is secured and will protect your privacy. The privacy and security of you account information is very important to us. Read about My ACCESS Account's online safeguards for you personal information by clicking on **Security Statement**.

Img Help
If you need help at any time using My ACCESS Account, simply click on the **Help** link at the top of each page.

WARNING
By accessing this government computer system you are consenting to system monitoring for purposes such as law enforcement. You should only check the status of your own benefits, or benefits of those you have been authorized to do so with our Department. Unauthorized use of this computer system may subject you to criminal prosecution and penalties.

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More secure than existing system.

More information.

My ACCESS Account

Department of Children & Families Systems ACCESS Florida

[English](#) [Español](#) [Kreyol](#) [Print](#) [Help](#) [Logout](#)

Menu
My Account Home Page
Account Status

My Information
As of: 02/26/2008

Payee: JANE Y. JETSON
Case #: 5001418976

Contact Information

Living Address	Mailing Address
1940 N MONROE ST TALLAHASSEE, FL 32303 Telephone: (850)555-4444 Cell Phone: (850)222-3333	1105 MAIN TALLAHASSEE, FL 32303

Food Stamp Status

Group #	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available
01	03/01/2008	03/31/2008	Open	424	March 2008	03/12/2008

Group Members Information

Name	Status	Status Details
ELROY Y. JETSON	Eligible	
JUDY Y. JETSON	Not Eligible	Technical requirements not met. Student requirements not met.
GEORGE Y. JETSON	Eligible	
JANE Y. JETSON	Eligible	

Explanation of Case Action
ALL ELIGIBILITY REQUIREMENTS HAVE BEEN MET

Nightly extract from base system.

Approved application

Department of Children & Families Systems ACCESS Florida

[Español](#) [Kreyol](#) [Print](#) [Help](#) [Logout](#)

My Appointments
As of: 02/25/2008

Head of Household: CALVIN SMITH
Case #: 5000674588

Next Review due by: 02/29/2008

If you are unable to keep the scheduled appointment please contact your specialist within 24 hours of the appointment time

Payee	Interview Method	Specialist	Date	Time	Location	Telephone Number
	Face to Face	REBECCA MARTIN	03/01/2008	15:00	1940 N. Monroe Street Tallahassee, FL 32317	(850)414-5850

[Go Back](#)

Modernization Recap

Accomplishments

- Streamlined operations and simplified eligibility determination.
- Reduced staff by 43% with increases in workload.
- Increased access points in the community by almost 1500% with combined community partnership and DCF locations.
- Consolidated back room processing and reduced the number of DCF walk-in offices
- Reduced number of DCF office buildings by 43%

Recognition

- Winner (out of 1,000 entrants) of the 2007 ASH Institute Innovations in American Government Award.
- Visited by more than 40 states and national organizations.

HARVARD
UNIVERSITY



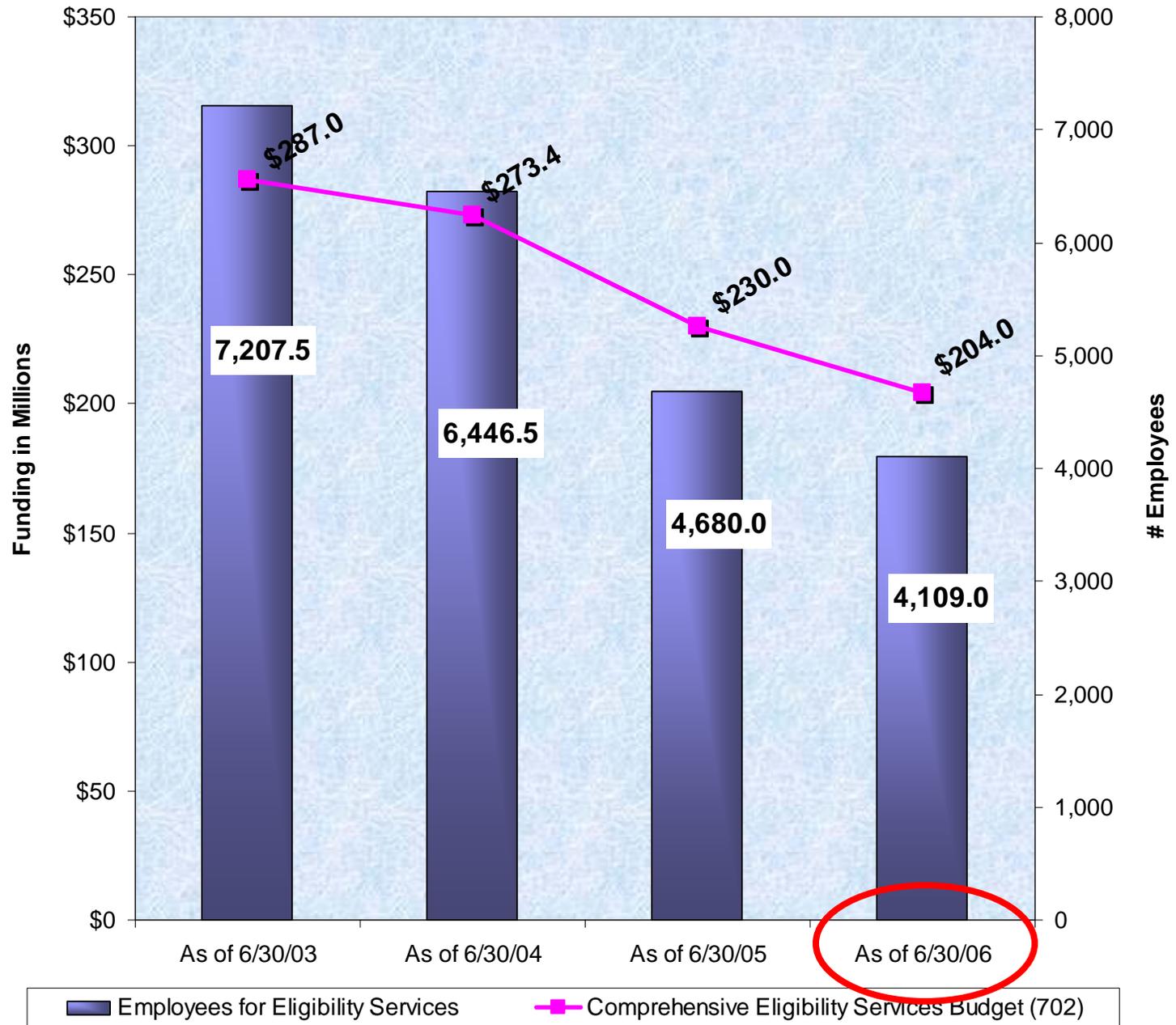
ASH INSTITUTE

FOR DEMOCRATIC GOVERNANCE
AND INNOVATION

JOHN F. KENNEDY
SCHOOL OF GOVERNMENT



Modernization Funding & Staffing Reductions Beginning State Fiscal Year '03 - '04



Studies & Evaluations

- **Mathematica Policy Research, Inc.**
 - Modernization of the Food Stamp Program in Florida (February 2008)
- **Government Accountability Office**
 - Food Stamp Program – Use of Alternative Methods to Apply for and Maintain Benefits Could Be Enhanced by Additional Evaluation and Information on Promising Practices
- **National Governor's Association**
 - Improving Access to Benefits for Low Income Families (August 2006)

RURAL COMMUNITIES ACADEMY



Questions

